



Next Steps to Protect Your Personal Information

1. If you have a protective order, please provide the Division of Child Support Enforcement (DCSE) with a copy of the order. You can submit a copy by mail or walk-in to your local District Office location <https://www.dss.virginia.gov/family/dcseoffices.cgi>.
2. If you checked the box indicating that **releasing information** about you or your children could bring harm to you or them, **we will send you a form that you will need to complete and return to your local District Office**. This form alerts DCSE that someone on this child support case could be harmed if the information were released. If the form is not completed, we are required by law to include certain information on documents. Those documents include your child support order, as well as other documents given to the other parent.

Resources to Identify and Address Domestic Violence

The *Virginia Department of Social Services* website can help you identify domestic violence and obtain information to protect yourself. www.dss.virginia.gov/community/dv

Virginia Family Violence and Sexual Assault Hotline
800-838-8238 (available 24 hours a day, seven days a week)

The National Domestic Violence Hotline
800-799-7233 (TTY for deaf/hard of hearing: 800-787-3224)

Rights and Responsibilities

You have the **right** to:






- Have your personal information kept as confidential as the law allows
- Hire an attorney to represent you
- Appeal certain actions taken
- Receive notice regarding major case related decisions
- Receive prompt payment of the support we collect for you
- Receive copies of case related orders
- Receive timely notices of scheduled hearings and copies of decisions made in court or in administrative hearings

You are **responsible** for:

- Providing DCSE with information needed to establish and enforce your case
- Completing requested documents
- Full cooperation with DCSE
- Informing DCSE of changes in your circumstances
- Ensuring all support payments are paid through DCSE

What We Will Do after Receiving Your Application

Upon receipt of your application, we will take the necessary steps to help your children receive support. These steps may include:

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|  Locating biological and putative parents |  Collecting and distributing child support (and spousal support, if that is part of a child support order) |
|  Establishing paternity (legal fatherhood) |  Collect and distribute medical support payments for a specific dollar amount ordered by a court |
|  Establishing and changing orders for child support and health insurance coverage | |

Laws and regulations determine the steps we take on your case. They are applied without bias to mothers, fathers, and guardians. Visit www.dss.virginia.gov/family/dcse/ for office locations and additional child support information.

Fees, Payments, and Disbursements

Fees: Federal law requires the charge of a \$35 annual fee to each case that meet two qualifications. (1) We have collected at least \$550 in child support payments on the case between October 1 and September 30. (2) The case has never received benefits through TANF (Temporary Assistance for Needy Families).

We charge a \$25 fee if you reopen a case within 6 months from the date that you asked DCSE to close the case.

Other fees may apply to genetic testing, insufficient funds, attorney, intercept, and other state fees. This is not a complete list of fees that may be charged, if applicable.



Payments:

Federal and state law decides how payments are applied. When support is owed on more than one case, we divide the payment among the cases. Funds are applied to current support due first, then to past-due support (arrears).

If the parent paying support does not earn enough cover both the child support amount and the cost of health care coverage, the child support amount will be collected first. The cost of health care coverage may not be paid.

Disbursements:

You are personally liable to repay any child support that you receive that was paid in error. Money sent to you in error must be returned to the Virginia Division of Child Support (DCSE).